

# **Connections Area Agency on Aging PSA #6**

## **Area Plan on Aging SFY 2016 – 2017 Annual Update**



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Section 1: 2016-2017 Goals and Strategies .....	3
Goal 1: Empower older individuals, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options. 3	
Goal 2: Enable older individuals to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers. ....	6
Goal 3: Empower older individuals to stay active and healthy through Older Americans Act services.....	10
Goal 4: Ensure the rights of older Iowans and prevent their abuse, neglect and exploitation	12
Section 2: Service Planning and Evaluation .....	14
FY 2016 Projected Older Americans Act Consumers and Service Units .....	14
FY 2017 Projected Older Americans Act Consumers and Service Units .....	15
Service Activity and Data Collection Performance .....	16
Section 3: Intent / Assurances .....	18
Verification of Intent.....	19
Authorized Signatures.....	20
Compliance with Assurances and General Provisions .....	21
Section 4: Stakeholder / Public Input .....	26
Governing Body.....	27
Advisory Council.....	28
LifeLong Links Advisory Council .....	32
Public Hearing .....	34
Section 5: Area Profile - Staffing / Coverage .....	35
Table of Organization.....	36
OAA Service Coverage by County .....	37
Nutrition Services and OAA Providers .....	37
Direct Service Requests .....	39
Attachment A: Table of Organization .....	40

## Section 1: 2016-2017 Goals and Strategies

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**Goal 1: Empower older individuals, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options.**

**Objective:** *To increase the number of Iowans obtaining information about home and community-based long-term supports and services.*

**Focus Area:** *LifeLong Links*

### Expansion Activities - 2017 Update

- We've started doing some lunch & learns for staff in all three offices with topics that are both internal and from external outside agencies.
- There have been challenges as the Balancing Incentive Program has ended. We have seen successes and stories that LLL has been incredibly helpful, but sustainability and the ability to grow the program has been a struggle without increased commitment to the program at several levels.
- We have entered into a statewide MOU with all of the Mental Health Regions.
- All of our I-R & A staff and Options Counselors are completely busy all of the time. Adding additional staff has been on hold as we see what funding will be available and what affect the new Medicaid Manage Care system has on existing staff.
- We continue to advocate for funding through i4a.
- We continued to work with i4a to have standardized criteria and forms for use within LLL.
- We successfully placed bulletin boards throughout the service area which elevated our exposure, especially in the northern and eastern regions.

**SUMMARY:** We've done a good job of promoting LifeLong Links™ and increased public awareness and usage, but we still have work to do. Many Advisory Council members in the eastern region report not knowing about LifeLong Links™, and it's clear that some of our elected officials would like to know more. As we continue to make progress in this focus area, we will increase educational / promotional efforts in all areas, but particularly in the eastern region. We will place LLL materials in all meal sites, and we will develop a newsletter geared to professionals and/or elected officials to keep them aware of our progress, LLL and the aging network in Iowa.

### Individuals to Be Served – 2017 Update

The table below lists the number of individuals served in SFY2015, SFY2016 to date from all funding sources and estimated number to be served in SFY 2017 (7/1/2016 – 6/30/2017).

Category	SFY 2015 Actual	SFY 2016 3/31/16	Projected SFY 2017
Total Number of LifeLong Links IR&A consumers	2882	2387	1917
IR&A Consumers Served Aged 60+	1881	1752	1407
IR&A Consumers who are Caregivers	892	573	470
IR&A Consumers Between 18 and 60 with a Disability	322	245	196
Total Number of LifeLong Links Options Counseling Consumers	345	267	410
Options Counseling Consumers Aged 60+	310	240	315
Options Counseling Consumers who are Caregivers	121	67	95
Options Counseling Consumers Between 18 & 60 with a Disability	31	25	33

Table 1: LifeLong Links Consumers Served

Source: ESP, April 28, 2016, IAPRS, March 31, 2016

Innovative Funding & Partnership Activities - 2017 Update

A local property management company, Knudsen Properties, contacted our agency in the summer of 2015 stating that they were seeking grant funding to renovate one of their HUD subsidized apartment buildings in Council Bluffs, IA. If Knudsen received the grant funding to renovate Bluffs Towers, there would be many residents needing assistance to relocate and understand the process of moving temporarily. As many of the residents located at Bluffs Towers were seniors, Knudsen thought we could be a helpful partner in this process. In March 2016 Knudsen received the announcement that they were awarded the grant, and the process to relocate 40 residents began. The company reached out to Connections inquiring about our ability to act as a liaison between the company and the residents to make sure the residents understood their rights and what was going on. We entered into a contract and a representative from our agency attended the initial meeting with Bluffs Towers residents to be available to assist where needed as a resource for local housing options and other services. This same representative has been the liaison between Knudsen property management and any consumer who is a member of our agency case management division, to ensure that everyone is working together for these residents to be relocated safely by July 1<sup>st</sup>.

In close partnership with the Southwest Iowa Mental Health Region, and the local Community for Independent Living; The League of Human Dignity, our Lifelong Links team has arranged agreements with each agency on when and how it is appropriate to connect a consumer with their agency. We have agreed that if the person we are working with is 60 years of age or older, but their biggest barrier or concern is their mental health or disability we will connect the consumer with either appropriate agency. Both agencies have signed Memorandums of understanding that state we can directly refer the consumer to them, so the consumer has a warm hand off to the appropriate agency, as well as they can refer and transfer to us in the same manner.

We were pleased to note that The State Plan for Independent Living has stated in their first goal that one of their 4 objectives is to work in coordination with the Area Agencies on Aging to help with collaboration/Accountability for services, resources and cross training. We work very closely with the Centers for Independent Living.

We are actively striving to launch a pilot program to work with a local business in our area to provide caregiver support to their employees. The main activity of this partnership will be the provision of Option Counseling to employees, either on site at the employers' workplace or in a location of the employees' choosing. We will provide the business with a menu of options on how we can provide such services. We can bill the business directly for group employee sessions or management training to provide employees information on resources available to them or how the employer can support employees who are also family caregivers. In addition, we can bill the business directly for individual employee sessions as part of their EAP program.

#### Expenditures – 2017 Update

The table below lists actual and projected expenditures from all funding sources to support IR&A / Access Assistance and Options Counseling activities.

**Table 2: LifeLong Links Funding Sources**

<b>Funding Source</b>	<b>FY2015 Actual</b>	<b>FY2016 Projected</b>	<b>FY2017 Projected</b>
Federal	267,962	407,062	398,575
State	156,899	227,248	157,662
Local	0	4,940	0
In-Kind	37,036	75,650	55,650
<b>Total</b>	<b>461,897</b>	<b>714,900</b>	<b>611,887</b>

Source: Iowa Financial Reporting System & Connections Financial System 4/27/16

**Goal 2: Enable older individuals to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.**

**Objective:** *To increase the number of Iowans accessing home and community-based services they need to remain independent in their home.*

**Focus Area 1: Transportation**

Strategies to address Transportation Needs - 2017 Update

- We have actually assigned the staff member who developed the voucher system in our northern region to begin the process of replicating it in our other two regions.
- We have increased transportation service to include non-medical trips for those accessing assisted transportation through our contractors.
- We increased our coverage in the central region. Prior to this fiscal year, Southwest Iowa Transit Agency (SWITA) only served four out of a possible 8 counties with us on our contract. This year they are serving all 8.
- One challenge to transportation is that we found out early in this fiscal year that our Senior Companions are no longer able to provide transportation to their clients for mileage. (this was formerly a private transaction between the companion and their client). This is strictly forbidden going forward. We've been working with SWITA to find solutions and alternatives to this challenge.

**SUMMARY:** We have been able to increase transportation and assisted transportation for non-medical reasons through our contracts. Our plan going forward in FY'17 is to continue the current systems of transportation service delivery for a minimum of six months as we examine the expansion of a voucher system. We can assess whether we are ready to propose to the board a move to a voucher system either totally or incrementally in December for the second half of the fiscal year.

Individuals to Be Served – 2017 Update

The table below lists the number of individuals served in SFY2015, SFY2016 to date from all funding sources and estimated number to be served in SFY 2017 (7/1/2016 – 6/30/2017).

**Table 3: Transportation Consumers**

<b>Category</b>	<b>SFY2015 Actual</b>	<b>SFY 2016 As of: 3/31/16</b>	<b>SFY 2017 Projected</b>
Number of Transportation Units (one-way trips) Provided	34,605	33,477	51,826
Number of Transportation Consumers Served	942	933	1,347

Source: Iowa Program Reporting System and CAAA Form 3A-1, April 28, 2016

Expenditures – 2017 Update

The table below lists actual and projected expenditures from all funding sources to support this effort.

Table 4: Transportation Funding Sources

<b>Funding Source</b>	<b>FY2015 Actual</b>	<b>FY2016 Projected</b>	<b>FY2017 Projected</b>
Federal	171,386	221,726	181,681
State	139,327	154,461	153,461
Local	109,867	108,545	112,762
In-Kind	5,087	10,000	9,000
<b>Total</b>	<b>425,667</b>	<b>494,732</b>	<b>456,904</b>

Source: Iowa Financial Reporting System & Connections Financial System 4/27/16

## ***Focus Area 2: Caregiver: Family & Grandparent-Older Relative***

### **Strategies to Address Caregiver Needs - 2017 Update**

- We added the service of Caregiver Home-Delivered Meals to our menu this fiscal year.
- We have yet to find a business partner with whom to partner, but we continue to work on this. Due to a grant award we received from the Kellogg Company, we have feelers out to pilot this with the retirees and current Iowa residents who work at Kelloggs in Omaha to assist them in their caregiver duties.
- Admittedly, we've struggled to provide caregiver service with all of the upheaval due to the MCOs and getting LifeLong Links™ up and running. Our caregiver program has not had the attention it needs. Our Options Counselors continue to work with Family Caregivers to help support them as they care for older loved ones.

**SUMMARY:** Although we haven't made much progress in this area, our goals remain the same, and our plan is to re-dedicate ourselves to the strategies listed above as some of the chaos surrounding the MCO implementation and the installation of the state's new software system settle down and our funding picture is clearer.

### **Individuals to be Served – 2017 Update**

The table below lists the number of individuals served in SFY2015, SFY2016 to date and estimated number to be served in SFY 2017 (7/1/2016 – 6/30/2017).

**Table 5: Caregiver Consumers**

<b>Category</b>	<b>SFY 2015 Actual</b>	<b>SFY 2016 As of: 3/31/16</b>	<b>SFY2017 Projected</b>
Total Number of Caregiver Consumers Served	1071	640	1052

Source: IAPRS, 4/28/16; ESP

### **Additional Services – 2017 Update**

The table below indicates the percentage of caregiver consumers who received more than one registered service.

**Table 6: Percentage of caregivers receiving more than one AAA service**

<b>Category</b>	<b>SFY 2015 Actual</b>	<b>SFY 2016 As of: 3/31/16</b>	<b>SFY2017 Projected</b>
Percent of caregivers served receiving more than one AAA service	16	21	21

Source: IAPRS, 4/28/16; ESP

### **Expenditures – 2017 Update**

The table below lists actual and projected expenditures from all funding sources to support this effort.



**Table 7: Caregiver Funding Sources**

<b>Funding Source</b>	<b>SFY 2015 Actual</b>	<b>SFY 2016 Projected</b>	<b>SFY 2017 Projected</b>
Federal	189,205	241,771	214,415
State	31,345	44,970	35,500
Local	4,094	9,554	5,598
In-Kind	33,810	67,500	56,300
<b>Total</b>	<b>258,454</b>	<b>363,795</b>	<b>311,813</b>

Source: Iowa Financial Reporting System &amp; Connections Financial System 4/27/16

### **Goal 3: Empower older individuals to stay active and healthy through Older Americans Act services**

**Objective:** *To increase the number of Iowans accessing nutrition programs so that they may remain active and healthy as possible*

**Focus Area:** *Food Security Project*

#### Strategies – 2017 Update

- We have continued to serve those individuals in rural remote areas previously served through the food insecurity funding. These individuals continue to receive frozen meals.
- We took over the Meals on Wheels program in Council Bluffs, whereas in previous years we were a supportive partner. Because of an increased need in home-delivered meals throughout our service area we have been forced to implement waiting lists for Meals on Wheels in both Council Bluffs and Sioux City.
- We added the service of Caregiver Home-delivered meals.

**SUMMARY:** Our goals remain intact for FY'2017. We will continue to serve the individuals identified in the most rural remote areas with few options for nutrition. To relieve the wait lists for Meals on Wheels we will be employing a multi-layered fundraising plan where we employ small, medium and significantly large scale fundraising efforts. We continue to explore offering transportation service to meal sites, however, the response when it's been offered has been not to want it.

#### Individuals to be Served – 2017 Update

The table below lists the number of individuals served in SFY2015, SFY2016 to date and estimated number to be served in SFY 2017 (7/1/2016 – 6/30/2017).

**Table 8: Meal Program Consumers**

<b>Category</b>	<b>SFY 2015 Actual</b>	<b>SFY 2016 As of: 3/31/16</b>	<b>SFY 2017 Projected</b>
Total Number of Meal Program Consumers Served	4510	3737	3978

Source: IAPRS, 4/28/16

Additional Services – 2017 Update

The table below details the percentage of meal program consumers receiving an additional registered service.

**Table 9: Percentage of meal program consumers receiving additional AAA services**

<b>Category</b>	<b>SFY 2015 Actual</b>	<b>SFY 2016 As of: 3/31/16</b>	<b>SFY 2017 Projected</b>
Percent of meal program consumers served receiving additional AAA services	69%	58%	70%

Source: IAPIS, April 29, 2016

Expenditures – 2017 Update

The table below lists actual and projected expenditures from all funding sources to support this effort.

**Table 10: Meal Programs Funding Sources**

<b>Funding Source</b>	<b>SFY 2015 Actual</b>	<b>SFY 2016 Projected</b>	<b>SFY 2017 Projected</b>
Federal	531,600	594,572	509,699
State	211,469	154,941	100,209
Local	266,802	310,116	361,042
In-Kind	138,730	139,775	126,657
<b>Total</b>	<b>1,148,601</b>	<b>1,199,404</b>	<b>1,097,607</b>

Source: Iowa Financial Reporting System & Connections Financial System 4/27/16

## Goal 4: Ensure the rights of older Iowans and prevent their abuse, neglect and exploitation

**Objective:** To decrease abuse, neglect, and exploitation of older Iowans.

**Focus Area:** Elder Abuse Prevention and Awareness

### Strategies – 2017 Update

- Through an awareness campaign involving billboards and a media campaign, we've increased our visibility for Elder Rights in the north and east.
- We have Elder Rights Specializing Options Counselors in all three offices of Connections.

**SUMMARY:** We have increased awareness significantly in the area of elder abuse and protection. We will continue to educate the public whenever possible and we will have special focus and priority on the development of the coalitions in the eastern and northern regions in FY'2017.

### Individuals to be Served – 2017 Update

The table below lists the number of individuals served in SFY2015, SFY2016 to date and estimated number to be served in SFY 2017 (7/1/2016 – 6/30/2017).

**Table 11: Elder Abuse Prevention and Awareness Consumers**

Category	SFY 2015 Actual	SFY 2016 As of: [date]	SFY 2017 Projected
Total Number of EAPA Active Consumers Served	110	127	150

Source: CAAA Elder Rights Clients master list and ESP 4/28/16

### Additional Services – 2017 Update

The table below details the percentage of EAPA consumers receiving more than one registered service.

**Table 12: Percentage of EAPA consumers receiving additional AAA services**

Category	SFY 2015 Actual	SFY 2016 As of: 4/28/16	SFY2017 Projected
Percent of EAPA consumers receiving additional AAA services	99	99	99

Source: CAAA Elder Rights Clients master list and ESP 4/28/16

### Expenditures – 2017 Update

The following table lists actual and projected expenditures from all funding sources to support this effort.

**Table 13: EAPA Funding Sources**

Funding Source	FY2016 Projected	2017 Projected
Federal		
State	87,500	87,500
Local		

<b>Funding Source</b>	<b>FY2016 Projected</b>	<b>2017 Projected</b>
In-Kind		
<b>Total</b>	<b>87,500</b>	<b>87,500</b>

Source: Iowa Financial Reporting System & Connections Financial System 4/27/16

## Section 2: Service Planning and Evaluation

### FY 2016 Projected Older Americans Act Consumers and Service Units

SERVICE		Service Units Provided	Consumers Served	60+ Rural	60+ Minority	60+ Minority Below Poverty	60+ Below Poverty
01A: Administration	General Aging						
	Caregiver						
1: Personal Care	General Aging						
2: Homemaker	General Aging	7,990	425	301	8	5	60
3: Chore	General Aging	2,635	79	57	4	3	52
4: Home Delivered Meals	General Aging	125,382	1,374	1,019	37	37	761
5: Adult Daycare	General Aging						
6: Case Management	General Aging	16,728	2,250	1,277	68	35	780
7: Congregate Meals	General Aging	141,718	2,774	2,406	44	5	1,352
8: Nutrition Counseling	General Aging	3	1	1			1
9: Assisted Transportation	General Aging	497	53	36	1	1	32
10: Transportation	General Aging	49,963	1,262	1,042	5	2	672
11: Legal Assistance	General Aging	675	355	129	7	2	57
12: Nutrition Education	General Aging	15,255	1,443	933	19	2	330
13: Information & Assistance	General Aging	4,588	2,230	1,074	14	9	546
14: Outreach	General Aging						
B02: Health Promotion & Disease Prevention	General Aging	10,135	1,768	1,102	2	2	297
B03: Respite	General Aging						
B05: Mental Health Outreach	General Aging						
B07: Evidence Based Health Activities	General Aging	484	427	225	24	8	51
C01: Advocacy	General Aging	1,250	724	347	190	9	221
C05: Legal Education	General Aging						
C07: EAPAP Consultation	General Aging	134	66	13	1	1	9
C08: EAPAP Assessment & Intervention	General Aging	558	134	26	2	1	19
C09: EAPAP Training & Education	General Aging	26,050	26,050	7,815			
C10: Self-Directed Care	General Aging						
C11: Money Management	General Aging						
D01: Training & Education	General Aging	60,000	60,000	20,000	600	175	500
D02: Recreation Activities	General Aging	67,409	49,510	45,749	50	50	12,646
D03: Reassurance/Visiting	General Aging	1,683	106	77	2	1	43
E01: Counseling	General Aging						
E02: Placement Services	General Aging						
E03: Assessment & Intervention	General Aging	1,673	767	151	10	5	107
E05: Options Counseling	General Aging	1,299	433	207	3	2	106
F02: Material Aide	General Aging	1,282	245	100	7	6	63
F03: Public Information	General Aging						
F05: Volunteer Support	General Aging	45,095	3,745	3,295			1,873
CG1: CG Access Assistance	Caregiver	1,131	1,053	507	6	4	257
CG2: CG Self-Directed Care	Caregiver						
CG3: CG Counseling	Caregiver	75	10	8	1	1	5
CG4: CG Information Services	Caregiver	60	12,000	6,200	200	80	325
CG5: CG Respite	Caregiver	532	20	11	1	1	6
CG6: CG Supplemental Services	Caregiver	413	67	41	4	4	29
CG7: CG Home Delivered Meals	Caregiver	1,500	20	5	5	4	4
CG8: CG Options Counseling	Caregiver	648	216	101	2	2	54
GO1: GO Access Assistance	Caregiver						

## FY 2017 Projected Older Americans Act Consumers and Service Units

SERVICE		Service Units Provided	Consumers Served	60+ Rural	60+ Minority	60+ Minority Below Poverty	60+ Below Poverty	SLP Low Income	SLP Moderate Income
B1A: Administration	General Aging								
	Caregiver								
1: Personal Care	General Aging								
2: Homemaker	General Aging	9,500	434	307	8	5	51		
3: Chore	General Aging	2,045	69	50	3	3	45		
4: Home Delivered Meals	General Aging	135,081	1,366	1,013	37	37	757		
5: Adult Daycare	General Aging								
6: Case Management	General Aging	23,000	3,030	1,434	78	40	389		
7: Congregate Meals	General Aging	125,649	2,612	2,265	41	5	1,273		
8: Nutrition Counseling	General Aging	3	1	1			1		
9: Assisted Transportation	General Aging	475	50	34	1	1	30		
10: Transportation	General Aging	51,351	1,297	1,071	5	2	591		
11: Legal Assistance	General Aging	630	331	120	7	2	33		
12: Nutrition Education	General Aging	15,500	1,512	978	20	2	346		
13: Information & Assistance	General Aging	7,500	6,922	4,875	210	19	2,729		
14: Outreach	General Aging								
B02: Health Promotion & Disease Prevention	General Aging	10,322	1,100	900	6	6	900		
B07: Evidence Based Health Activities	General Aging	600	529	279	30	10	63		
C07: EAPA Consultation	General Aging	800	395	78	7	7	54		
C08: EAPA Assessment & Intervention	General Aging	1,600	443	86	7	3	63		
C09: EAPA Training & Education	General Aging	800	25,475	7,643					
C10: Self-Directed Care	General Aging								
D01: Training & Education	General Aging	775	116,250	38,750	1,163	339	969		
E05: Options Counseling	General Aging	1,100	405	194	3	2	99		
F02: Material Aide	General Aging	2,039	390	159	11	9	100		
CG1: CG Access Assistance	Caregiver	850	791	380	5	3	194		
CG2: CG Self-Directed Care	Caregiver								
CG3: CG Counseling	Caregiver	9	2	1	1	1	1		
CG4: CG Information Services	Caregiver	30	6,000	5,100	100	40	163		
CG5: CG Respite	Caregiver	300	12	7	1	1	3		
CG6: CG Supplemental Services	Caregiver	200	35	20	2	2	15		
CG7: CG Home Delivered Meals	Caregiver	4,890	65	16	16	13	13		
CG8: CG Options Counseling	Caregiver	500	966	77	1	1	41		
G01: GO Access Assistance	Caregiver								
G02: GO Self-Directed Care	Caregiver								
G03: GO Counseling	Caregiver	5	3	1	1	1	1		
G04: GO Information Services	Caregiver								
G05: GO Respite	Caregiver								
G06: GO Supplemental Services	Caregiver	20	10	2	2	2	4		
G07: GO Home Delivered Meals	Caregiver								
G08: GO Options Counseling	Caregiver								

## Service Activity and Data Collection Performance

IDA reviews Consumers Served and Units Provided data to evaluate service reach (people served) and activity (most frequently used services, increase/decrease demand or cost, and/or priorities) for mandatory services. IDA also reviews the percentage of consumers who complete an Aging & Disability Network Consumer Intake Form once during the state fiscal year in which they receive a congregate meal and/or another registered service. IDA evaluates this information because it ensures that IDA and agencies have accurate information about the individuals they serve for planning, program evaluation, and required reporting purposes.

### **Results:** Service Data for SFY2014, SFY2015, and SFY2016

The table below contains the agency's consumer served and units provided for mandatory services in SFY2014 and SFY 2015 and projected for SFY2016.

Mandatory Service	data category	SFY 2014 Actual	SFY 2015 Projected	SFY 2015 Actual	2015 % Achieved	SFY 2016 Projected	2016 % Achieved As of 3/31/16
Case Management	Consumers	1,414	1,725	1,419	82%	2,250	63%
	Units	12,781	12,823	20,256	158%	16,728	105%
Congregate Meals	Consumers	3,760	3,401	3,112	92%	2,774	83%
	Units	166,170	173,731	141,165	81%	141,718	66%
Health Promotion/ Disease Prevention	Consumers	1,057	2,220	952	43%	1,768	51%
	Units	10,173	12,722	9,740	77%	10,135	77.5%
Home Delivered Meals	Consumers	1,507	1,478	1,403	95%	1,374	94%
	Units	138,094	134,850	131,749	98%	125,382	85%
Information & Assistance	Consumers	1,026	1,437	6,748	470%	2,230	56%
	Units	3,871	2,651	6,748	255%	4,588	127%
Legal Assistance	Consumers	454	387	427	110%	355	93%
	Units	730	735	752	102%	675	85%
Nutrition Counseling	Consumers	0	3	0	0%	1	0%
	Units	0	12	0	0%	3	0%
Nutrition Education	Consumers	1,703	1,739	1,588	91%	1,443	85%
	Units	13,292	1,739	15,060	866%	15,255	69%
Options Counseling	Consumers		1,880	712	38%	433	64%
	Units		3,316	1,351	41%	1,299	60%

**Notes:** Consumer counts for Information and Assistance for FY14 and 15 are not an unduplicated consumer count. The projected for FY16 is for an unduplicated consumer count.

Consumer counts for Legal Assistance are not an unduplicated consumer count.

Options Counseling was not a mandatory service until January 2014.



*Results: Consumer Data Collection*

IDA expects that at least 90% of consumers who receive a congregate meal and/or another registered service will complete an Aging & Disability Network Consumer Intake Form once during the state fiscal year.

The table below contains the agency's intake form completion rate for SFY2014 and SFY2016 for the first quarter of SFY 2016.

<b>Congregate Meal Consumers</b>	<b>SFY2014 Actual</b>	<b>SFY2015 Actual</b>	<b>SFY 2016 9/30/15:</b>
<b># Consumers</b>	3,760	3,112	755
<b># Forms Completed</b>	3,517	3,112	755
<b>% of Consumers Registered</b>	94%	100%	100%

*Discussion: Service Projections and Data Collection*Service Projections and Data Collection – SFY 2017 Update

As an agency we made a commitment this current year to improve the quality of our data collection process. We've involved more program coordinators to ensure that we are collecting "good data". We review it more often so there aren't huge surprises and so we can sniff out irregularities sooner. We added a member to our board of directors who has data experience and he has offered to assist staff in deeper analyzation and trends. We plan to use our "better data systems" to help us identify needs as we develop our area plan for FY2018.

### **Section 3: Intent / Assurances**

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Verification of Intent

Authorized Signatures

Compliance with Assurances and General Provisions

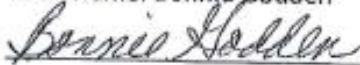
## Verification of Intent

**Connections** (AAA) accepts full authority and responsibility to develop and administer the FY2016-SFY 2017 Area Plan on Aging in accordance with all requirements of the Older Americans Act as amended 2006, state laws, rules, and procedures. By accepting this authority and responsibility, the area agency agrees to develop and administer the Area Plan for a comprehensive and coordinated system of service and to serve as the advocate and focal point for all Iowans 60+ years of age in the area agency's planning and service area.

The Area Plan on Aging reflects input from a cross section of service providers, consumers, and caregivers that are representative of all areas and culturally diverse populations in the planning and service area; its contents are true, accurate, and incorporate the comments and recommendations of the Area Agency's Advisory Council and has been reviewed and approved by the Area Agency's Governing Body. It is acknowledged that intentional misrepresentation or falsification may result in the termination of financial assistance.

The Governing Body has reviewed and approved the FY2016-SFY 2017 Area Plan on Aging and FY2017 Update, and hereby submits the Area Plan to the Iowa Department on Aging for approval by the Iowa Commission on Aging.

Print Name: Bonnie Godden



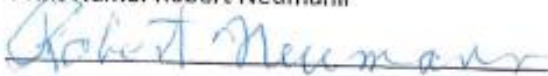
4-28-16

Signature, Chair - Governing Body

Date Signed

The Advisory Council has reviewed and approved the FY2016-SFY 2017 Area Plan on Aging and FY2017 Update, and hereby submits the Area Plan to the Iowa Department on Aging for approval by the Iowa Commission on Aging.

Print Name: Robert Neumann



4-28-16

Signature, Chair – Advisory Council

Date Signed

The Executive Director has reviewed and approved the FY2016-SFY 2017 Area Plan on Aging and FY2017 Update, and hereby submits the Area Plan to the Iowa Department on Aging for approval by the Iowa Commission on Aging.

Print Name: Barbara Morrison



4-28-16

Signature, Executive Director

Date Signed

## Authorized Signatures

Name of Area Agency on Aging: Connections Area Agency on Aging  
 Street Address: 300 W. Broadway, Suite 240  
 City, State, Zip Code: Council Bluffs, IA 51503

Type of Agency: Area Agency on Aging – Private Nonprofit Corporation  
 Date of Area Agency on Aging Designation: July 1, 2013

### *Authorized Signatures for Funding Applications and Contracts*

Print Name: Barbara Morrison



Signature of Executive Director

4-28-16

Date Signed

Print Name: Bonnie Godden



Signature of Chair, Governing Body

4-28-16

Date Signed

### *Authorized Signatures for Fiscal Reports*

Print Name: Barbara Morrison



Signature of Executive Director

4-28-16

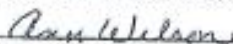
Date Signed

Print Name: Bonnie Godden

Signature of Chair, Governing Body

Date Signed

Print Name: Ann Willson



Signature of Director of Finance

4/28/16

Date Signed

### *Authorized Signatures for Program Reports*

Print Name: Barbara Morrison



Signature of Executive Director

4-28-16

Date Signed

Print Name: Kelly Butts-Elston



Signature of Associate Director

4/28/16

Date Signed

## Compliance with Assurances and General Provisions

The Area Agency on Aging hereby assures compliance, on behalf of the area agency, service providers, and/or subcontractors, with any and all applicable federal and state laws, rules, and procedures. Applicable federal and state laws, regulations, rules and procedures include, but are not limited to, the following:

- Older Americans Act, as Amended, 2006
- Code of Federal Regulations
- Assurance of Compliance with the Federal Funding Accountability and Transparency Act (FFATA), which requires grantees and their sub-recipients to have a Dun and Bradstreet Numbering System (DUNS) number ([www.dnb.com](http://www.dnb.com)) and to maintain active and current profiles in the Central Contractor Registration (CCR) ([www.ccr.gov](http://www.ccr.gov)).
- Iowa Code Chapter 231, Department on Aging – Older Iowans
- Iowa Administrative Code 17, Department on Aging
- Code of Iowa, Chapter 8F, Government Accountability-Service Contracts, Contractor
- Certification and Reporting

Additionally, the Area Agency on Aging will cooperate fully with the Iowa Department on Aging to assure compliance with provisions required by legislative action taken by the Congress of the United States, and the Iowa General Assembly, and with Iowa Aging Program Instructions during fiscal years 2016-2017 of the Area Plan on Aging.

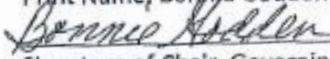
**Further Assurance is given that:**

1. The Area Agency on Aging will provide access to and the right to examine all record books, papers or documents related to the Area Plan on Aging.

By signing below, the Chair of the Governing Body, and the Executive Director confirm that he or she read, reviewed, and fully understands the federal and state statutes, regulations, rules and procedures identified within the Compliance with Assurances and General Provisions and agrees to fully comply with all terms thereof.

The Compliance with Assurances and General Provisions is hereby submitted for the FY2016-2017 Area Plan on Aging and the FY2017 Update to the Iowa Department on Aging for approval.

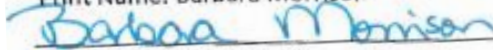
Print Name: Bonnie Godden

  
Signature of Chair, Governing Body

4-28-16

Date Signed

Print Name: Barbara Morrison

  
Signature of Executive Director

4-28-16

Date Signed

**38 Sec. 306 OLDER AMERICANS ACT OF 1965 (As Amended 2006)****Sec. 306, AREA PLANS**

- 306(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1).
- 306(a)(2) Each area agency on aging shall provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services-
- 306(a)(2)(A) services associated with access to services (transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);
- 306(a)(2)(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
- 306(a)(2)(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- 306(a)(4)(A)(i) (I) provide assurances that the area agency on aging will—  
     (aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; (bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and  
 (II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);
- 306(a)(4)(A)(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;(II) to the maximum extent feasible, provide services to low-

income- minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

- 306(a)(4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each area agency on aging shall--(I) identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area; (II) describe the methods used to satisfy the service needs of such minority older individuals; and (III) provide information on the extent to which the area agency on aging met the objectives described in clause (a)(4)(A)(i).
- 306(a)(4)(B)(i) Each area agency on aging shall provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on-- (I) older individuals residing in rural areas; (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas); (IV) older individuals with severe disabilities;(V) older individuals with limited English proficiency; (VI) older individuals with Alzheimer's disease and related disorders with neurological and A-3 organic brain dysfunction (and the caretakers of such individuals); and (VII) older individuals at risk for institutional placement; and
- 306(a)(4)(C) Each area agency on agency shall provide assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- 306(a)(5) Each area agency on aging shall provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.
- 306(a)(6)(F) Each area agency will: in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations;

- 306(a)(9) Each area agency on aging shall provide assurances that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- 306(a)(11) Each area agency on aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including-
- 306(a)(11)(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- 306(a)(11)(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
- 306(a)(11)(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- 306(a)(13)(A) Each area agency on aging shall provide assurances that the area agency on aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- 306(a)(13)(B) Each area agency on aging shall provide assurances that the area agency on aging will disclose to the Assistant Secretary and the State agency—
- 306(a)(13)(B)(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
- 306(a)(13)(B)(ii) the nature of such contract or such relationship.
- 306(a)(13)(C) Each area agency on aging shall provide assurances that the area agency will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.
- 306(a)(13)(D) Each area agency on aging shall provide assurances that the area agency will demonstrate that the quantity or quality of the services to be provided under



this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.

- 306(a)(13)(E) Each area agency on aging shall provide assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.
- 306(a)(14) Each area agency on aging shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title.
- 306(a)(15) provide assurances that funds received under this title will be used-
- 306(a)(15)(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
- 306(a)(15)(B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;

## **Section 4: Stakeholder / Public Input**

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Governing Body

Advisory Council

LLL Advisory Council

Public Hearing Documentation

## **Governing Body**

### **Governing Body for Connections AAA**

**Updated On:** April 22, 2016

#### **Chair**

Name: Bonnie Godden  
Address: 806 Central  
City & Zip Code: Bedford 50833  
County: Taylor  
Phone: 712-523-2202  
E-mail: bgodden@mchsi.com  
Term Expires: June 2016

#### **Vice-Chair**

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

#### **Secretary/Secretary Treasurer**

Name: Kari Livermore  
Address: 1031 Fayette  
City & Zip Code: Kingsley 51028  
County: Plymouth  
Phone: 712- 253-6292  
E-mail: kari.livermore@unitypoint.org  
Term Expires: June 2016

#### **Treasurer (if separate officer)**

Name: Tom Hoogestraat  
Address: 1407 Sharp Street  
City & Zip Code: Glenwood 51534  
County: Mills  
Phone: 712-527-4688  
E-mail: Tomhoog@q.com  
Term Expires: June 2016

## **Other Members**

Name: Cathay Pringnitz  
Address: PO Box 174  
City & Zip Code: Anita 50020  
County: Cass  
Phone: 712-249-0267  
E-mail: capringnitz@yahoo.com  
Term Expires: June 2017

Name: George Gillespie  
Address: 420 Fawn Park Circle  
City & Zip Code: Council Bluffs 51503  
County: Pottawattamie  
Phone: 712-256-3945  
E-mail: gillespie51503@cox.net  
Term Expires: June 2018

Name: Barb Redmond  
Address: 3700 Jackson Street  
City & Zip Code: Sioux City 51104  
County: Woodbury  
Phone: 712-258-8303  
E-mail: barb.redmond@briarcliff.edu  
Term Expires: June 2017

Name: Warren Woods  
Address: 1106 Townline Street  
City & Zip Code: Creston 50801  
County: Union  
Phone: 641-782-2000  
E-mail: wwoods@mchsi.com  
Term Expires: June 2018

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

## Advisory Council

**Older Americans Act Section 306(a)(6)(D).** Each area agency on aging shall establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan.

**Older Americans Act Code of Regulations, Subpart C, Sec. 1321.57(b) Composition of Council.**

The council shall include individuals and representatives of community organizations who will help to enhance the leadership role of the area agency in developing community-based systems of services. The advisory council shall be made up of:

1. More than 50 percent older persons, including minority individuals who are participants or who are eligible to participate in programs under this part;
2. Representatives of older persons;
3. Representatives of health care provider organizations, including providers of veterans' health care (if appropriate);
4. Representatives of supportive services provider organizations;
5. Persons with leadership experience in the private and voluntary sectors;
6. Local elected officials; and
7. The general public.

If the agency's Advisory Council does not currently meet all 7 composition criteria listed above, provide the following information:

- 1) Composition criteria yet to be satisfied by the Council (# 1, 2, 3, 4, 5, 6, 7)

All criteria has been met

**Advisory Council for Connections AAA**  
**Updated on: April 22, 2016**

**Chair**

Name: Robert Neumann  
Address: 2549 Third Avenue  
City & Zip Code: Council Bluffs 51501  
County: Pottawattamie  
Phone: 712-323-7076  
E-mail: None  
Term Expires: 2016  
OAA Composition Criteria (1 to 7): 1, 2, 5, 7

**Secretary/Secretary Treasurer**

Name: Joan Bruhn  
Address: 3458 Glen Oaks Blvd  
City & Zip Code: Sioux City 51101  
County: Woodbury  
Phone: 712-277-3534  
E-mail: joan@drcsiouxland.org  
OAA Composition Criteria (1 to 7): 1,2,4,5,7  
Term Expires: 2018

**Other Members:**

Name: Terry Brewer  
Address: 515 S. Helen  
City & Zip Code: Sioux City 51106  
County: Woodbury  
Phone: 712-279-6919  
E-mail: [terry@simpco.org](mailto:terry@simpco.org)  
OAA Composition Criteria (1 to 7): 1,2,4,5,7  
Term Expires: 2017

Name: Mary Ann Arens  
Address: 201 9<sup>th</sup> Ave SE  
City & Zip Code: LeMars 51031  
County: Plymouth  
Phone: 712-546-4434  
Email: majarens@yahoo.com  
OAA Composition Criteria (1 to 7): 1,2,5,7  
Term Expires: 2017

**Vice Chair**

Name: Robert Johnson  
Address: 256 Clover Street  
City & Zip Code: Osceola 50213  
County: Clarke  
Phone: 641-445-5889  
E-mail: none  
Term Expires: 2017  
OAA Composition Criteria (1 to 7) 1, 2, 5, 7

**Treasurer (if separate officer)**

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
OAA Composition Criteria (1 to 7):  
Term Expires:

Name: Shelli Dannenberg  
Address: 505 W. 2nd  
City & Zip Code: Holstein 51025  
County: Ida  
Phone: 712-368-4304  
E-mail: sdannenb@good-sam.com  
OAA Composition Criteria (1 to 7): 1,2,3,5,7  
Term Expires: 2016

Name: Sharon Ehlers  
Address: 114 S. Lena  
City & Zip Code: Holstein 51025  
County: Ida  
Phone: 712-368-4848  
E-mail:  
OAA Composition Criteria (1 to 7): 2,5,7  
Term Expires: 2016

Name: Burton Conn  
Address: 607 E. 9<sup>th</sup> Street  
City & Zip Code: Atlantic 50022  
County: Cass  
Phone: 712-243-2173  
E-mail: btconn1943@gmail.com  
OAA Composition Criteria (1 to 7): 1,2,7  
Term Expires: 2016

Name: Julie Handbury  
Address: 806 Third Street  
City & Zip Code: Neola 51559  
County: Pottawattamie  
Phone: 712-485-2062  
E-Mail: jhandbury@walnutel.net  
OAA Composition Criteria (1 to 7): 1,2,5,7  
Term Expires:2017

Name: Gale Brown  
Address: PO Box 4  
City & Zip Code: Neola 51559  
County: Pottawattamie  
Phone: 712-485-2484  
E-mail: galebrown36@walnutel.net  
OAA Composition Criteria (1 to 7): 1,2,5,,7  
Term Expires: 2017

Name: Nancy Coziahr  
Address: 2937 Fourth Ave  
City & Zip Code: Council Bluffs 51501  
County: Pottawattamie  
Phone: 712-323-4008  
E-mail: ncoziahr@gmail.com  
OAA Composition Criteria (1 to 7): 1,2,5,7  
Term Expires:2018

Name: Heidi Carter  
Address: 1114 N. 17th  
City & Zip Code: Clarinda 51632  
County: Page  
Phone: 712-542-4072  
E-mail: carterandcurricula@gmail.com  
OAA Composition Criteria (1 to 7): 1,2,4,5,7  
Term Expires: 2016

Name: Deloris Carns-Robinson  
Address: 905 Third Street  
City & Zip Code: Fontanelle 50846  
County: Adair  
Phone:  
E-mail:  
OAA Composition Criteria (1 to 7): 1,2,5,7  
Term Expires:2018

Name: Ken Blazek  
Address: 1945 330<sup>th</sup> Street  
City & Zip Code: Orient 50858  
County: Adair  
Phone: 641-345-2896  
E-mail:  
OAA Composition Criteria (1 to 7):1,2,5,7  
Expires: 2018

Name: Arlene Schwartz  
Address: 308 W. Iowa  
City & Zip Code: Greenfield 50849  
County: Adair  
Phone: 641-743-2251  
E-mail:  
OAA Composition Criteria (1 to 7):1,2,5,7  
Term Expires:2016

Name: Dale Juergens  
Address: PO 68  
City & Zip Code: Clearfield 50840  
County: Taylor  
Phone: 641-336-2336  
E-mail:  
OAA Composition Criteria (1 to 7):1,2,5,7  
Term Expires: 2016

Name: Carol Plowman  
Address: 707 4<sup>th</sup> Street  
City & Zip: Adair 50002  
County: Adair  
Phone: 641-742-5516  
E-mail:  
OAA Composition Criteria: 1,2,5,7  
Term Expires: 2018

Name: Sheri Bowen  
Address: MCPH, 101 Central St. Suite B11  
City & Zip: Glenwood 51534  
Adair: Mills  
Phone: 712-527-9699  
E-mail: [sherib@mcph.us](mailto:sherib@mcph.us)  
OAA Composition Criteria: 1,2,3,4,5,7  
Term Expires: 2017

Name: Rose Mary Schoening  
Address: PO Box 8  
City & Zip: Silver City 51571  
County: Mills  
Phone: 712-525-1170  
E-mail: [iowasrose@msn.com](mailto:iowasrose@msn.com)  
OAA Composition Criteria: 1,2,5,7  
Term Expires: 2016

Name: Gary Boswell  
Address: 1890 E. Main Street  
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County: Decatur  
Phone: 641-784-7646  
E-mail: [mlboswell@grm.net](mailto:mlboswell@grm.net)  
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Term Expires: 2018

Name: Charles Ambrose  
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E-mail: [Charles@iowatelecom.net](mailto:Charles@iowatelecom.net)  
OAA Composition Criteria: 1,2,5,6,7  
Term Expires: 2016

Name: Judi Pratt  
Address: 310 Bertram  
City & Zip: Whiting 51063  
County: Monona  
Phone: 712-455-2043  
E-mail: [judi.pratt@gmail.com](mailto:judi.pratt@gmail.com)  
OAA Composition Criteria: 1,2,5,7  
Term Expires: 2016

Name: Kim Rupp  
Address: 212 W. Bluff  
City & Zip: Cherokee 51012  
County: Cherokee  
Phone: 712-225-5129  
E-mail: [krupp@ensigngroup.net](mailto:krupp@ensigngroup.net)  
OAA Composition Criteria: 1,2,5,7  
Term Expires: 2016

Name: Lorraine Sacino Murphy  
Address: 810 4<sup>th</sup> Ave  
City & Zip: LeMars 51031  
County: Plymouth  
Phone: 712-548-5270  
E-mail: [sacinoLX@stlukescollege.edu](mailto:sacinoLX@stlukescollege.edu)  
OAA Composition Criteria: 1,2,4,5,7  
Term Expires: 2018

Name: Anne Beery  
Address: 701 E. 2<sup>nd</sup>  
City & Zip: Ida Grove 51445  
County: Ida  
Phone: 712-364-3311  
E-mail: [abeery@hornmemorialhospital.org](mailto:abeery@hornmemorialhospital.org)  
OAA Composition Criteria: 2,3,5,7  
Term Expires: 2017

Name: Ardale Staver  
Address: 600 North Cherry  
City & Zip: Aurelia 51005  
County: Cherokee  
Phone: 712-434-5675  
E-mail: [arstaver@evertek.net](mailto:arstaver@evertek.net)  
OAA Composition Criteria: 1,2,5,7  
Term Expires: 2016

Name: Dennis Brown  
Address: 2021 240<sup>th</sup> St  
City & Zip: Shannon City 50861  
County: Union  
Phone:  
E-Mail: [djb1@mschi.com](mailto:djb1@mschi.com)  
OAA Composition Criteria: 1,2,5,6,7

Name: Don Narigon  
Address: 1229 Stagecoach Road  
City & Zip: Ellston 50074  
County: Ringgold  
Phone: 641-772-4231  
E-mail: [donmj@iowatelecom.net](mailto:donmj@iowatelecom.net)  
OAA Composition Criteria: 1,7

Name: Joyce Smith  
Address: 205 Dunning Ave  
City & Zip: Mount Ayr 50854  
County: Ringgold  
Phone: 641-464-3442  
E-Mail:  
OAA Composition Criteria: 1,5,7

## **LifeLong Links Advisory Council**

### **LifeLong Links Advisory Council for Connections AAA**

**Updated On: 4/26/16**

Name: Tom Hawks  
Address: 300 N. Pine  
City & Zip Code: Creston 50801  
County: Union  
Phone: 641-782-1723  
E-mail: [unioncova@windstream.net](mailto:unioncova@windstream.net)  
Term Expires:

Name: Danelle Bruce  
Address: 515 5<sup>th</sup> Ave  
City & Zip Code: Council Bluffs 51503  
County: Pottawattamie  
Phone: 712-328-4643  
E-mail: [dbruce@montgomercycoia.us](mailto:dbruce@montgomercycoia.us)  
Term Expires:

Name: Cathy Seddon  
Address: 219 N. Pine  
City & Zip Code: Creston 50801  
County: Union  
Phone: 641-782-8585  
Email: [cseddon@sirha-ia.org](mailto:cseddon@sirha-ia.org)  
Term Expires:

Name: Darlene McMartin  
Address: 223 S. 6th  
City & Zip Code: Council Bluffs 51503  
County: Pottawattamie  
Phone: 712-328-5797  
E-mail: [Darlene.mcmartin@pottcounty.com](mailto:Darlene.mcmartin@pottcounty.com)  
Term Expires:



Name: Frank Greise  
Address: 1520 Avenue M  
City & Zip Code: Council Bluffs 51501  
County: Pottawattamie  
Phone: 712-323-6863  
E-mail: [fgreise@leagueofhumandignity.com](mailto:fgreise@leagueofhumandignity.com)  
Term Expires:

Name: Ron Ludwig  
Address: 207B Elm  
City & Zip Code: Creston 50801  
County: Union  
Phone: 641-782-8431  
E-Mail: [rludwig@maturaact.org](mailto:rludwig@maturaact.org)  
Term Expires:

Name: Don Dew  
Address: 520 Nebraska Street, Suite 101  
City & Zip Code: Sioux City 51101  
County: Woodbury  
Phone: 712-255-1065  
E-mail: [director@drcsiouxland.org](mailto:director@drcsiouxland.org)  
Term Expires:

## Public Hearing

☒ Agency staff have reviewed the Iowa Administrative Code on public hearing requirements and have determined that the updated information provided does not necessitate a public hearing. (No additional information is required.)

OR

☐ Agency staff have reviewed the Iowa Administrative Code on public hearing requirements and have determined that the updated information provided required a public hearing. Public hearing documentation appears below.

[Insert public hearing documentation as instructed in the FY2016-2017 Area Plan on Aging Update Instructions.]

## **Section 5: Area Profile - Staffing / Coverage**

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Table of Organization

Service Coverage by County

Nutrition Services and OAA Providers

Request for Direct Service Waiver

Service Planning and Data Reporting Performance Measures

## Table of Organization

Due to changes in Medicaid service delivery, the implementation of the MCOs and unknown funding levels there are many unknowns in respect to staffing of Connections Area Agency on Aging. Primarily due to managed care, we've lost eight case managers, two options counselors, and one I-R &A staff member. We have chosen to not replace any of those positions until we have a more stable outlook about revenue in the new MCO system. Some of the potential staffing adjustments are as follows:

- We may need additional case managers based on time requirements when we become acclimated to the new MCO system.
- We have needed to strengthen our marketing efforts in our eastern region. If our budget outlook improves we may look to prioritize this position.
- We know that we need to increase our Family Caregiver efforts. If budget projections improve, this could be an area where we bolster our Option Counseling ranks.

So in summary, there are many areas where we would consider adding to our employment ranks, but with so many unknowns, it is difficult to determine whether we will be adding positions at all. We currently have wait lists for service for our two largest home-delivered meal programs in Council Bluffs and in Sioux City; we also have a wait list for frozen meals. We have waiting lists for personal emergency response systems and for homemaker service. Our board recently voted to expand our catered congregate meal program to our eastern region. This decision could potentially cause a reduction in staff members such as cooks or kitchen aides. Some of the challenges that our agency is dealing with is the implementation and costs of the new state software system and a transition to the ICN phone system. We also face funding LifeLong Links without any additional appropriations. These things are IN ADDITION to the implementation of the MCO driven Medicaid system which began less than one month ago.

Please see Attachment A for revised Organization Chart.

## OAA Service Coverage by County

Adult Day Service is only available in three counties. Connections AAA does not do Outreach as a service.

[Insert an X to indicate the service is offered in the county.]

<b>Mandatory &amp; Other Services</b>	Ada ir	Ada ms	Cas s	Chero ke	Clar ke	Decat ur	Fremo nt	Harris on	Ida ho	Mil ls	Mono na	Montgom ery
Case Management	x	x	x	x	x	x	x	x	x	x	x	x
Congregate Meals	x	x	x	x	x	x	x	x	x	x	x	x
Health Promotion	x	x	x	x	x	x	x	x	x	x	x	x
Home Delivered Meals	x	x	x	x	x	x	x	x	x	x	x	x
Information & Assistance	x	x	x	x	x	x	x	x	x	x	x	x
Legal Assistance	x	x	x	x	x	x	x	x	x	x	x	x
Nutrition Counseling	x	x	x	x	x	x	x	x	x	x	x	x
Nutrition Education	x	x	x	x	x	x	x	x	x	x	x	x
Options Counseling	x	x	x	x	x	x	x	x	x	x	x	x
<b>Other Service(s)</b>												
Adult Day Care/Adult Day Health				x								
Evidence-Based Health Activities	x	x	x	x	x	x	x	x	x	x	x	x
Outreach												
Transportation	x	x	x	x	x	x	x	x	x	x	x	x

<b>Mandatory &amp; Other Services</b>	Page	Plymouth	Pottawattamie	Ringgold	Shelby	Taylor	Union	Woodbury
Case Management	x	x	x	x	x	x	x	x
Congregate Meals	x	x	x	x	x	x	x	x
Health Promotion	x	x	x	x	x	x	x	x
Home Delivered Meals	x	x	x	x	x	x	x	x
Information & Assistance	x	x	x	x	x	x	x	x
Legal Assistance	x	x	x	x	x	x	x	x
Nutrition Counseling	x	x	x	x	x	x	x	x
Nutrition Education	x	x	x	x	x	x	x	x
Options Counseling	x	x	x	x	x	x	x	x
<b>Other Service(s)</b>								
Adult Day Care/Adult Day Health					x			x
Evidence-Based Health Activities	x	x	x	x	x	x	x	x
Outreach								
Transportation	x	x	x	x	x	x	x	x

## Nutrition Services and OAA Providers

Please confirm that the information detailed below is current in the IAPRS for your agency.

### *Nutrition Services*

Agency staff have reviewed the following Nutrition Services information entered into IAPRS and verify that the information is current as of **April 20, 2016**

Nutrition Services information to be verified for accuracy includes:

- Location: Name, Street Address, City, Zip
- Frequency

### *Contracts with Service Providers of OAA Services*

Agency staff have reviewed the contracted Service Provider information entered into IAPRS and verify that the information is current as of **April 28, 2016**.

If the agency is utilizing Purchase of Service providers:

1. Please indicate the number of active agency Purchase of Service providers: 57
2. Please list for which services the Purchase of Service providers are being utilized: Chore, Homemaker, Respite, Home-Delivered Meals, Material Aide (Assisted Devices), Medication Management, Material Aide (PERS), Assisted Transportation, Transportation, Nutrition Counseling, Protective Payee, Mental Health Outreach

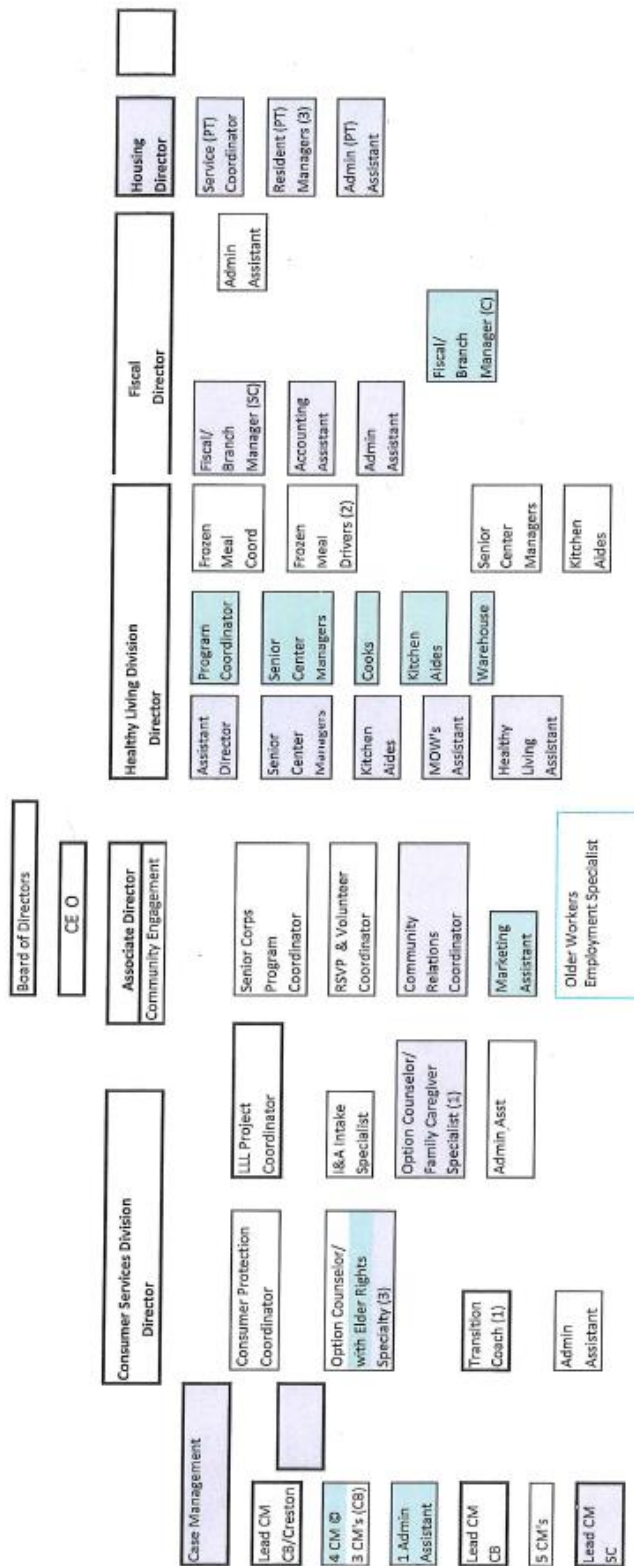
### Direct Service Requests

☒ The request(s) to provide direct service(s) submitted with the FY2016 – 2017 Area Plan on Aging are **current**. (No additional information is required.)

OR

☐ The agency seeks to provide additional service(s) directly in the planning and service area in FY2017. Submit a completed Request to Provide Direct Service form for each new direct service the agency plans to provide in FY2017.

## Attachment A: Table of Organization



Attachment A